## **Tenant Satisfaction Ulfat Hussain** Measure Proportion of respondents who have received a repair in the last We are pleased to share some exciting news! This 12 months who report that they are satisfied with the time taken to year, as part of the Regulator of Housing Consumer complete their most recent repair. Regulation, all housing associations are required to publish their Tenant Satisfaction Measure (TSM) results. Housemark Median 70% $\mathbf{\mathbf{U}}$ We are delighted to present Manningham Housing Association's results for the period from April 2023 to the end of March 2024. $\mathbf{\mathbf{U}}$ 78.2% **TSMs** Perception Measures Your Feedback Proportion of respondents who report that they are satisfied that their home is well maintained The first section of the TSM focuses on your perception 72.2% (:). Median Benchmark of the services you receive from Manningham Housing Association. This information was gathered through telephone surveys conducted by Callerz, an independent and specialist business local to Bradford. 87.1% In total 420 customers were contacted from April 2023 to March 2024 and were asked to score the Association on the 12 TSM perception survey questions. Proportion of respondents who report that they are satisfied that their home is safe. We want to extend our heartfelt thanks to everyone who participated in these surveys. Your input is invaluable Housemarl and has enabled us to gather essential information. Median Our results have been benchmarked against 180 other housing associations nationwide, and we are pleased to 92.5% see that we have performed very well in comparison. Proportion of respondents who report that they are satisfied with the overall service from their landlord. Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them 72.3% (•••) 27.4% Median Benchmark 61% $(\mathbf{U})$ Median $\odot$ 83.8% 16.2% $\mathbf{\mathbf{U}}$ 79.3% Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the Proportion of respondents who report that they are satisfied that their overall repairs service. landlord keeps them informed about things that matter to them Housemark Median Benchmark fousemark 74.5% 25.5% .4% $\mathbf{\mathbf{U}}$ $(\cdot, \cdot)$

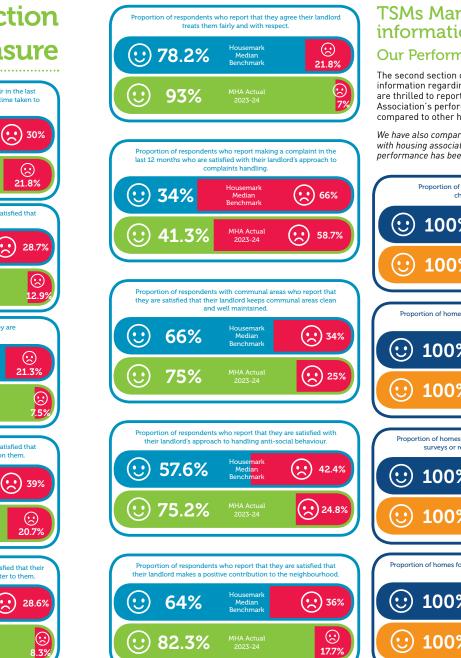
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13.5%

91.7%

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Median Benchmarl



## **Our Performance**

The second section of the TSM covers management information regarding the services we provide. We are thrilled to report that Manningham Housing Association's performance has been exceptional when compared to other housing associations.

We have also compared our management information with housing associations of a similar size, and our performance has been outstanding.



86.5%

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Number of anti-social behaviour cases, opened per 1.000 homes Proportion of homes for which all required communal passenger lift safety checks have been carried out. 19.7 ( : : )Acuity 2023 -24 Median 100% (:<u>;</u>) Acuity 2023 -24 Median 13  $\mathbf{(\cdot)}$ 100% Number of anti-social behaviour cases that involve hate incidents Number of stage one complaints received per 1,000 homes. opened per 1.000 homes ( : : )0 (::)11.78 Acuity 2023 -24 Median Acuity 2023 -24 Median  $\mathbf{\mathbf{U}}$  $\mathbf{\mathbf{U}}$ 0 Proportion of homes that do not meet the Decent Homes Standard. Number of stage two complaints received per 1,000 homes.  $( \mathbf{U} )$ 0% (:)1.45 Acuity 2023 -24 Median Acuity 2023 -24 Median  $\mathbf{\mathbf{.}}$ 0.2%  $\mathbf{\mathbf{U}}$ Proportion of stage one complaints responded to within the Proportion of non-emergency responsive repairs Housing Ombudsman's Complaint Handling Code timescales. completed within the landlord's target timescale. **:** 7.8% ( : : )47.62% **(...)** 52.38% Acuity 2023 -24 Median 2023 -24 Median  $( \mathbf{U} )$ 92.2%  $\odot$  $\mathbf{\mathbf{:}}$ 100% 86.3% 13.7% Proportion of stage two complaints responded to within the Housing Proportion of emergency responsive repairs completed within the Ombudsman's Complaint Handling Code timescales. landlord's target timescale 66.65% Acuity 2023 -24 Median Acuity 2023 -24 ( : : )(\*\*) 33.35% 92%  $(\mathbf{U})$ (•••) 8% Median 100%  $\mathbf{(\cdot)}$ 98.6% .

## Moving Forward

We remain committed to continuously improving our performance and services. We truly appreciate your ongoing support and feedback, without which we would not have achieved these results.

Following these results MHA have proposed the following 5 recommendations on areas for improvement:

• Enhance Complaints Handling: Continue to manage complaints effectively to ensure timely and satisfactory resolution of resident's issues. We will provide further training for staff on effective communication and resolution strategies to help improve satisfaction in this area.

• Maintain High Standards in Repairs and Maintenance: Continue to focus on efficient repairs and home maintenance, ensuring that high standards are consistently met.

• Increase Engagement and Listening: Strengthen tenant engagement initiatives to better understand and address tenant's concerns. Regular feedback sessions and surveys will help us stay familiar with tenant needs.

• Focus on Communal Areas: Improve maintenance and cleanliness of communal areas to boost tenant satisfaction further. Regular inspections and prompt action will be undertaken.

• Anti-Social Behaviour Management: Enhance our approach for dealing with anti-social behaviour to build safer communities. We will work with local authorities and provide support for affected tenants to improve satisfaction in this area. These results reflect the work that MHA has undertaken to ensure that we listen to the views of our residents. We have different ways of how residents provide us with invaluable feedback. These include our Customer Experience Committee which forms part of our Governance structure reporting directly to our Board of Management. Our Complaints Learning forum helps us to understand how well we deal with complaints and how we might be able to improve and our long-established Customer Panel advises us on what work they want us to carry out in the community through the "You said we did" scheme such as highlighting areas for action days or litter picks.

Thank you once again for your contributions and for helping us make Manningham Housing Association better every day. If you wish to be involved in any of the initiatives or projects please contact us through our website, by email or on telephone, details below:

www.manninghamhousing.co.uk info@manninghamha.co.uk 01274 771144

Or come and pay us a visit at our office which is open to the public Mon-Fri 9.00AM-5.00PM.

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